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**ANGONET (NetCorps)Technical Support
Phase One Report**

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PART 1**IDRC Study/Acacia Initiative**

Submitted to Chris Smart by

The Centre for Community & Enterprise Networking (C/CEN)

University College of Cape Breton (UCCB)

31 January 1996

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I. Summary

The Centre for Community & Enterprise Networking (C/CEN) hired and assisted in training two Cape Breton youth -- one student and one ex-fisher -- to provide critical technical support for ongoing operations of an existing non -profit computer network in Angola. These technical assistants were trained in Cape Breton this past fall and traveled to Luanda, Angola on January the 21st, 1997.

This report is the first of three reports that will be used in the creation of a manual which can guide future projects in this area.

II. Chronology

Blair McInnis was hired by C/CEN for Systems Administrator position with the ANGONET Technical Support project. Blair is a former fish cutter and processor with National Sea Products. Blair underwent extensive career retraining in the early '90s, focusing on the management and upkeep of Information Systems.

Glenn Alfred Graham was hired by C/CEN for the position of GIS Technician, with the Angonet Technical Support project. Glenn, a graduate of the University College of Cape Breton civil engineering technology program, joined the project in late September.

Charles Bachman was hired by C/CEN for the position of Project Coordinator . Charles, a former Canada World Youth Participant & student at UCCB, joined the project in early

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October.

On October 11th, 1996 Chris Smart (IDRC), Marc Dolgin (WUSC), Shelagh Savage (CWY) and John Ouellete (CWY past participant and coordinator of L'Ardoise CAP) visited C\CEN and offered feedback and assistance to the project.

On November 4th, 1996 the final budget & proposal was submitted to IDRC. Costs exceeded original estimate significantly due mostly to: training, partial wage subsidy for participant and additional scribing/coordination expenses. A contract from IDRC was received by C\CEN and was sent to the University's president for review. The contract was signed January 14th, 1997 by UCCB.

In December, both participants took part in a Linux/Unix course.

A series of three two-day workshops (Oct.30,31.; Nov.20-21; Jan.20) were put together with the cooperation of C\CEN and Canada World Youth. These workshops focused on:

- staying healthy overseas and general medical procedures while living and working in the developing world.
- personal learning objectives, information and research on Angola, logistical preparations (i.e. what to bring), Cultural Adaptation Cycle, safety.
- expectations, adaptation and acclimatization to culture in the developing world, and language and cultural barriers that may occur in their travel overseas.

Departure to Angola was January 21st, 1997. Participants arrived safely on January 22, and have established e-mail contact with C\CEN.

III. Partnerships

The following partners have collaborated to make this project work:

- Industry Canada
- International Development and Research Council (IDRC)
- Human Resources Development Canada (HRDC)
- University College Of Cape Breton (UCCB)
 - Geographic Information Systems (GIS) Lab of the University College Of Cape Breton
- Development Workshop (Guelph, Ontario and Luanda, Angola)
 - Canada World Youth (CWY)
 - CompuClone Computer Solutions

IV. Issues & Challenges

Due to improper documentation, passports were held up at the Halifax Passport office. Passports were not received by both participants till mid December, this held the project back one full week.

Though both participants have excellent occupational backgrounds it was still necessary for both participants to refresh past skills and to acquire new training in the field of Linux.

Geographically, Angola has a unstable climate between September & December . This season often played havoc with our communications, via the e-mail system. Heavy rain and high winds often knocked out power lines in upwards of a week at a time.

In securing insurance, finding the right coverage took some time. Many private insurance companies would not cover the participants, due to security in Angola. Insurance was acquired through a local provider late in the project (late December), and liability insurance was acquired just prior to departure. This is an issue that will be addressed earlier in other projects of this nature.

V. Successes

Because of a generous contribution from Industry Canada's computer recycling program, ANGONET received six refurbished computers for NGO field staff in Angola. (Initially we had expected four computers). Because we received the computers months before departure in Sydney, Blair and Glenn were able to upgrade and fine-tune the computers to perfect working order.

Exceptional pre-departure training was provided by Canada World Youth.

UCCB GIS Lab and Compu Clone Computer Solutions provided exceptional technical training for the participants. Training will be a key component in future projects of this nature.

Media coverage of the project was picked up by local CBC radio, who aired two interviews. The Halifax Chronicle-Herald also mentioned the project as a pilot for "NetCorps" in an excellent article on January 24.

Participants arrived safely in Angola.

VI. Plan of Action

Technical support will be provided by C\NEN on a remote basis. Communication through E-Mail, telephone, and fax is available for technical advice and trouble shooting.

Both participants were provided with daily logs for reporting purposes. E-mail communication will also be logged by the project scribe.

The second phase report will be completed after the participants return from Angola in early April.

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ANGONET (NetCorps) Technical Support

Phase One Report

PART 2

IDRC Study/Acacia Initiative
Submitted to Chris Smart by
The Centre for Community & Enterprise Networking (C\EN)
University College of Cape Breton (UCCB)
27 January 1996

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I. Summary

The Center for Community & Enterprise Networking (C\EN) hired and assisted in training two Cape Breton youth -- one student and one ex - fisher -- to provide critical technical support for ongoing operations of an existing non -profit computer network in Angola. These technical assistants were trained in Cape Breton this past fall and traveled to Luanda, Angola on January the 21st, 1997.

This report is the first of three reports that will be used in the creation of a manual which can guide future projects in this area.

II. Training and Preparation

Though both participants have had extensive training in the area of work they have been assigned to in Angola, we determined early in the project that additional training in the specific skills needed for the project would be necessary.

i. GIS Technician training

Glenn Alfred Graham, a former graduate of the University College of Cape Breton civil engineering technology program, joined the project in late September. Glenn immediately began an extensive upgrading and retraining in the area of Global Information Systems. With the assistance of the GIS department of UCCB, Glenn had both a hands-on approach as well as researchable text-based materials. Glenn joined ongoing projects in the nearby community of Louisbourg, as well as other field projects at the University's GIS Lab.

ii. Systems Administrator training

Blair McInnis is a former fish cutter and processor with National Sea Products. Blair underwent extensive career retraining in the early '90s, focusing on the management and upkeep of Information Systems.

Blair's educational accomplishments cover a wide range of areas in this growing field. Though strong in these areas, after much discussion we still felt that it was necessary that he undergo upgrading in these areas.

Blair joined the project in late August and began working with C\EN's System Administrator to keep on top of his skills. Both participants took part in a Linux/Unix course. This three-day

course enabled both participants to achieve a better understanding of this very important computer language. Both participants work with systems that largely depend on this operating system.

iii. Cultural and travel preparation

In any overseas travel, cultural preparation is a very important aspect that must not be overlooked. As a partner in this project, Canada World Youth played a vitally important role in the preparation of the participants for overseas travel.

A series of three two-day workshops were put together with the cooperation of C\CEN and Canada World Youth.

Workshop # 1: October 30-31

Both participants traveled to Canada World Youth regional office in Halifax to take part in the first of the three workshops. This workshop focused on staying healthy overseas and general medical procedures while living and working in the developing world. Secondly, the participants focused on personal learning objectives, information and research on Angola, logistical preparations (i.e. what to bring), Cultural Adaptation Cycle, safety, video on Angola and assessment of needs for the next briefing cycle.

Workshop #2: November 20-21

Brigitte Lapierre of Canada World Youth traveled to Sydney for the second workshop. This workshop focused more deeply on the Cultural Adaptation Cycle. Participants talked about expectations of their trip, adaptation and acclimatization to culture in the developing world, and language and cultural barriers that may occur in their travel overseas. A checklist of things to bring was put together by the participants and Ms. Lapierre, as well as a list of things not to bring.

Workshop #3: January 20

Both participants traveled to Halifax to undergo the final workshop. This workshop was a pre-departure discussion, dealing primarily with packing for overseas travel. Participants devised a checklist of items needed anything that was not there were purchased that day. A list of final immunizations was completed and a re-cap of cultural adaptation was completed.

III. Weekly Advisory Meetings

An Advisory Group was formed for direction and discussion regarding the ANGONET project. The committee consisted of four individuals: both participants, project Scribe and Project Co-ordinator. These meetings gave all individuals involved a chance to reflect and deal with issues as they came up. Most of the logistics for the project were dealt in these meetings, i.e. medical information, travel itinerary, visa applications, insurance issues, and computer refurbishment issues.

IV. Project Journal Entries

- Sept. 30, Oct. 1 - Charles Bachman was hired as Project Coordinator. Dave Ley was hired as Project Scribe. A number of meetings were held between the Coordinator, Scribe and with Michael Gurstein, Kristin Andrews, Glenn Graham, and Blair MacInnis. Discussed the objectives of the project and the people involved, CWY, IRDC, NETCORPS, Etc. Charles met with the people at the GIS Lab and discussed the role they would play in the retraining process of the project.
- Oct. 2, Oct. 3- Blair, Glenn and Charles met at C\CEN and talked about overseas travel.

Both participants were interested in finding out as much as possible about Angola and the current political situations, talked a lot about the issue of security and personal safety. This involved e-mailing Allan Cain in Angola with a general list of concerns.

- Oct. 4, Oct. 7- Charles made all of the contacts for the project, called CWY, and informed them of his role in the project, discussed possible roles in which CWY would be involved. E-mailed DW in Guelph, talked about the project and their role in the project. Charles to Mike Nicksy, with Industry Canada Computer Refurbishment Program about securing computers to donate to Angonet, they agreed to talk at another time closer to the departure date.
- Oct. 8, Oct. 9- After C\NEN staff meeting it was decided as an extra organizational skill it would be effective to have small steering groups which would assist with the projects. A committee was formed for the Angola project with the members being, Glenn, Blair, Charles, and David Ley. We agreed that we would meet every Friday to discuss the status of the project and to allow an outside opinion to assist us in any of the problems which we may encounter.
- Oct. 10, Oct. 11, - Both participants began their retraining in their desired fields. Computers were secured from Halifax, for donation to Angonet, to be shipped as soon as a vehicle would be coming from Halifax to Sydney to cut down on cost. Chris Smart (IDRC), Marc Dolgin (WUSC), Shelagh Savage (CWY) and John Ouellete (CWY past participant and coordinator of L'Ardoise CAP) visited C\NEN and offered feedback and assistance to the project.
- Oct. 14, Oct. 15, Oct. 16,- Charles met with UCCB and discussed the issue of insurance for such a program. It was believed in the beginning that Canada World Youth would assist in this process, but due to liability issues this was not possible. Charles set up meetings with a local insurance agent regarding the possibility of a local insurance provider securing the necessary insurance for overseas travel. Charles talked again with Mike Nicksy regarding the computers, had them shipped instead of waiting for them to be sent down individually.
- Oct. 17, Oct. 18,- Charles met with insurance brokers (Blue Cross and Blue Shield) and looked at the options that were available to the participants. Charles received information on Blue Cross, and Blue Shield, and passed the information on to university for review before choosing an option. The committee meeting regarding the project discussed such issues as hardware requirements, Canada World Youth Cultural Sessions, and immunizations required for travel to Angola.
- Oct. 21, Oct. 22,- Computers were received from Halifax. Blair and Charles began to compile a list of software and hardware that may be needed to have the machines ready for the project. At this time we had limited knowledge about systems ANGONET uses and were waiting for responses re: operating systems and type of network in place. Blair began to do extensive research on the FIDONET system and how it works. This would give him the ability to troubleshoot the current system in Angola.
- Oct. 22, Oct. 23,- Charles talked with Canada World Youth and secured the dates for the first of the three learning sessions with the participants. Both participants will travel to Halifax on the 30th and 31st to complete this session. Passport applications were given to both participants, to have filled out for postage on the 28th. Immunizations began on the 23rd and would require a series of shots over the next three weeks.
- Oct. 24, Oct. 25,- Charles made a complete list of things that both participants would need to carry with them to Angola, such things as source materials, software, and journals to carry overseas with them. Charles and Blair began to put together a list of things to get for the emergency tool kit for the program. They found out that it would be more effective if they were to scrap one of the donated computers and use its parts for the other computers.
- Oct. 28, Oct. 29,- Both participants prepared for travel to Halifax for the Canada World Youth session. Charles met again with the insurance agent regarding the medical and life insurance. Glenn and Blair both left for Halifax the evening of the 29th to return on the night of the 31st.
- Nov. 1, Nov. 4,- Sent final budget & proposal to IDRC. Costs exceeded original estimate significantly due mostly to: training, partial wage subsidy for participant and additional

scribing/coordination expenses.

Shipping boxes were purchased for the packaging of the computers to be sent to Angola. Charles confirmed with airlines and DW regarding the cost for the shipping of excess baggage and found that it would be much cheaper if the computers were to be shipped via container shipment in late December. This would be done by another NGO operating in Luanda. This connection was made by the people at DW.

- Nov.5, Nov.6, - Charles met with the people of the GIS lab at UCCB to see if there was anything that Glenn would need for the project, ie. texts, software, etc. Charles had a meeting with Blair regarding how he felt about the project, he felt at times to be ill-informed on new things happening with the project. He wanted to get moving on the UNIX training as soon as he could. He felt that he would need to have as much time practicing as he could to fulfill the objectives of his job description. The reason for the delay in the provider for the UNIX training, was due to the process of tender on such a course. A course was found to be offered by a local company. The dates were then decided on for the 16th, 17th, 18th, of December.
- Nov.7, Nov.8,- Passports were finally sent out to the passport office in Halifax. The reason for the delay was that Glenn had to wait until he received a new birth certificate. These applications were sent Priority Post to the office in Halifax. (4 to 6 weeks). We have had problems with communication to Angola due to poor weather at this time of the year.
- Nov.11, Nov.12, - Communication was established between Cape Breton and Angola. Allan had been out the country for a couple of weeks and this again presented some problems. We have found a person in Luanda who could help us in the technical area: Haymee Perez. This contact has helped us in acquiring the much needed answers. Allan is the person who knows most of this stuff about the current GIS work in Angola and those answers would come at a latter date when Allan gets back.
- Nov. 13, Nov.14,- Charles talked with Canada World Youth regarding the next session of debriefings. CWY has agreed to send one of their people to Cape Breton to do this debriefing. The date that we felt would be most effective for all people involved would be the 20th and the 21st of November . It is at this time participants will talk about Cultural Adaptation Cycle . Participants, in a round table discussion talked about expectations of their trip, adaptation and acclimatization to culture in the developing world, language and cultural barriers that may occur in their travel overseas.
- Nov. 15, Nov.18, Nov. 19,- Charles had been talking with the people who will be offering the UNIX training. The company wanted to push back the training until some time after the Christmas vacation. We found that this would not be the most time effective time to do such a thing. Finally we agreed that this would still be the time which we would have the training. Charles went to local book stores and through the university, to purchase a series of resource materials that both participants could use while they are in Angola.
- Nov. 20, Nov. 21,- Canada World Youth debriefing #2, contract from IDRC was received by C\CEN and was sent to the universities President for her signature.
- Nov.22, through to Nov. 25,- All three participants volunteered with C\CEN to help with their Access '96 conference. This gave all people involved a chance to network with other community groups in Atlantic Canada who deal with Information Technologies. The participants were also immersed in information about Industry Canada's Community Access and Schoolnet programs, as well as making valuable contacts with Chebucto Community Network in Halifax (the designers of Chebucto Suite software).
- Nov. 26, Nov. 27,- The last of the immunizations were taken care of. The reason it took so long was that both participants had taken ill and they had to be in good health to receive the immunizations. Blair received his passport, Glenn had his sent back to him because he failed to fill out a section of the application. This set back some of the processes in the project. We wanted to look at securing visas as soon as we had received both of the passports but we now had to wait until Glenn's got back from the passport office in Halifax.
- Nov. 28, Nov. 29,- Blair has been spending a lot of time lately in the office working on the computers to go to Angola. All of the computers had to be reconfigured with the basic

DOS and Windows operating system. This was only a simple task but he found himself doing a lot of shifting around with different components to make the machines operate at their best. Most of the computers are older 286s and 386s so this was very important to have the basic RAM and drive space.

- Dec.2, Dec.3, - The Blue Cross medical and life insurance was purchased and all policies were signed by both participants. Some difficulties surfaced with the TAGS program. Blair was not sure how he would receive his cheques overseas. There is a card he must fill out much like a unemployment card. Both Blair and Charles talked with the local branch of Human Resources Canada, and worked out a system where he would fill out three months worth of cards before he left to ensure that he would receive the money on time.
- Dec. 4, Dec.5, - Charles talked with Canada World Youth regarding the participants. Canada World Youth felt that both participants were doing well and we should not worry.
- Dec. 6, Dec. 9, - Charles discussed with DW regarding the computer shipments and travel agenda for the two participants. At this point DW was not sure when the container would be leaving if at all. This posed a problem , as it was getting late to ship them any other way than by air. These costs would be rather large to try and absorb by either C\CEN or DW. After a couple of hours Charles was reached by DW and another container would be leaving in mid January and it would be ok for the computers to be shipped free of cost. Glenn is still waiting for his passport so the travel agenda will have to wait until the passports are sent for visa approval in Washington.
- Dec.10, Dec.11, Dec.12,- The University had some concerns regarding exact duties of all parties involved IDRC, CWY, C\CEN and DW. Memorandums of understanding were drawn up by C\CEN between CWY and DW. These MOUs outlined responsibilities of each party and were signed by both the university and all other partners. DW outlined security and evacuation procedures for both participants in case of emergency.
- Dec. 13, - C\CEN Christmas Staff Party!
- Dec. 16, Dec.17, Dec.18, Dec.19, - Glenn and Blair both take part in the UNIX, Linux training course. With the help of C\CEN's system administrator, a practice computer was put together for both participants to use after completion of the training course. Glenn, Blair, and Mike met for an interview with CBC radio.
- Dec.20, to Jan.6 Christmas break. Glenn called Charles in Newfoundland over the break to inform him that he had received his passport on the 26th. He sent by courier to Canada World Youth in Halifax to be sent to Angola Embassy for visa processing.
- Jan.6, - Mike met with Charles in the morning and informed him that the passports were not yet received by Canada World Youth. Passports should have been checked by Charles to insure that there were no problems before they were sent to the passport office. Without the passports the visas are not yet issued by the embassy in Washington. This caused a major problem for the project. Without the visas the program would have to be held back until the visas were secured. Charles talked to Canada World Youth and contacted the embassy in Washington, to see how long this process would take once the passports got there. The embassy posted the passports as urgent and promised that they would be pushed through as fast as possible. This process would take a total of seven days therefore the departure date was set for the 21st of January, leaving us a week behind schedule.
- Jan.7, Jan. 8- DW flagged a problem with the insurance issue; disability insurance was not purchased for the participants. Charles met again with the insurance agent regarding the possibility of purchasing a policy to cover this issue. The insurance company we originally dealt with would not supply this insurance so another insurance agent was contacted and policies were issued for the participants. A meeting was set up by Charles with the insurance agent to have the participants fill out the forms to acquire the disability insurance
- Jan.9 , - Charles received a fax with the agenda for the participants. A copy of the agenda was also sent the Angola Embassy in Washington, and the passports had arrived via courier that morning.
- Jan. 10, - Charles met with the University to secure travelers' cheques totaling \$1500 in American funds for the participants to carry with them as an emergency fund. The

cheque was placed in Blair's name and is to be picked up on January, 17th.

- Jan. 13, - Charles, Blair and Glenn met with the insurance agent regarding the disability insurance. The policies were purchased as personal policies. A copy of the policies were sent to the university for their approval.
- Jan. 14, Jan. 15, Jan. 16,- The contract for funding from IDRC was not yet signed by the University President. The president had included an amendment regarding the safety of the participants and evacuation procedures. Wavers were drafted by the University for the participants to sign so the University would not be held responsible in case of injury while overseas. Travelers' cheques were issued to Blair and spending money for participants was changed into travelers cheques. Visas were received by Canada World Youth in Halifax.
- Jan. 19, Jan. 20, - Both participants traveled to Halifax to complete the final cultural session with Canada World Youth. Kristin Andrews conducted a workshop with Blair to review on-line resources for community networking and Community Access in Canada.
- Jan. 21, Jan.22,- Both participants departed Halifax International Airport. Connecting flights were made in Montreal via Paris France, Paris France via Luanda Angola.
- Jan. 23, - We are anticipating first contact with the participants in Luanda via e-mail.

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